A close-up photograph of several hands of different skin tones stacked together in a supportive grip. One hand is wearing a purple and white checkered shirt cuff, and another is wearing a grey sweater cuff. The background is a light, neutral color.

MISSOURI WIOA

Annual Report

Program Year 2023



DEPARTMENT OF
HIGHER EDUCATION &
WORKFORCE DEVELOPMENT

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OVERVIEW OF PROGRAM YEAR 2023

Director Carter assumed the permanent role of Director for the Office of Workforce Development (OWD) in September 2023. As OWD continues to build its reputation as a leader in workforce development, Director Carter is a sought-after speaker at workforce related events as she shares her expertise of Missouri's current workforce and insight of the occupations and skills of the future.

When reflecting on Program Year (PY) 2023, several themes describing the work of Missouri's OWD emerge – teamwork, partnerships, and building the OWD team skillsets.

Teamwork. One of OWD's initiatives is creating a world-class customer experience in Missouri's Job Centers. A team of individuals that provide staff oversight and hands-on customer interaction meet every month to review customer feedback data to form strategies for improvement, tackle improvement initiatives, and share best practices.

Director Carter continues to focus on staff needs and hosts monthly virtual staff meetings to provide updates and have open conversation on any issues staff members may be facing. Issues are researched and resolved quickly, removing any obstacle to serving job seekers and employers. Staff development opportunities were launched in PY 2023, contributing to the overall decrease in turnover in the organization.

Collaboration. Missouri is growing the workforce pipeline through several different projects. OWD is implementing innovative solutions to connect youth to the workforce prior to graduation from high school and hopes to expand the program's reach in future years. OWD has fostered connections and partnerships to serve justice involved individuals preparing to reenter Missouri's communities and the workforce, reducing the chance of recidivism.

Building OWD. Over the past year, initiatives to align training and strengthen staff skills have been implemented. OWD's first registered apprenticeship geared to enhance front-line skills and provide top-notch services to customers was introduced in November 2023. Dedicated staff provide just-in-time training modules to new team members, ensuring consistent and comprehensive training.

The Missouri Department of Higher Education and Workforce Development's (MDHEWD) mission is "To put Missourians on a path to learn, work, and prosper." By actively leading and participating in the wide range of activities, OWD is contributing to the success of Missourians and MDHEWD's strategic goals of increasing labor force participation and increasing educational attainment.

STATE WORKFORCE DEVELOPMENT BOARD

In PY 2023, the Missouri State Workforce Development Board (SWDB) welcomed three new Board Members.

- Dr. Karla Eslinger, Department of Elementary and Secondary Education
- Reverend Darryl Gray, Greater Fairfax Baptist Church
- Tracy Henke, St. Louis Regional Advanced Manufacturing Innovation Center

The SWDB conducted four meetings during PY 2023. Two meetings were held in person (annual meeting in September 2023 and May 2024), and two teleconferences in November 2023 and January 2024.

During PY 2023, the SWDB focused on four strategic priorities that align with Missouri's WIOA Combined State Plan. Progress reports were delivered at each SWDB meeting. The four focus areas were 1) Job Center Operations, 2) Technology, 3) Training, and 4) Public Awareness. Planning for PY 2024 strategic priorities began at the May 2024 SWDB Retreat and quarterly meeting, and additional data and research will be incorporated into the strategic priorities and action plans.

STATE PLAN STRATEGIC VISION AND GOALS

Workforce Innovation and Opportunity Act (WIOA) federal, state, and local partners collaborate to achieve the shared vision that Missouri's WIOA partners will provide employers with a globally competitive skilled workforce and job seekers with individualized employment and training services that will lead to economic self-sufficiency. WIOA partners continuously strive to improve collaboration between existing partnerships and work to expand new partnerships to further enhance the customer-focused network of dedicated service providers. This vision is supported by activities as follows:

Goal 1: Overcome Employment Barriers

The WIOA combined plan includes critical partner organizations that engage Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) customers. This partnership ensures access to services for individuals who are homeless, youth in foster care, single parents, economically disadvantaged individuals and families, displaced homemakers, and those exhausting TANF benefits within two years.

OWD provides priority of service to veterans and their eligible spouses for job training programs, including WIOA-funded programs available through Local Workforce Development Boards (LWDBs).

OWD partners with the Department of Mental Health to support a registered apprenticeship for Direct Care Support Professionals and the Department of Corrections to provide Job Center services to individuals preparing for release. Similarly, OWD meets with partners, LWDB Directors, and staff monthly to review collaborations and discuss policies, practices, and procedures that facilitate solutions to assisting individuals with barriers to employment. Through strategic planning and purposeful engagement with state, regional, and community resources, OWD is expanding resources available to help job seekers enter employment sooner.

Goal 2: Maximize Efficiency and Access to Services

Missouri Job Center Connect continues to be an important tool to support streamlining of services and enhance job seeker and employer access to services. The customer journey can be reviewed with special attention to how job seeker customers are greeted, enrolled in, and provided Wagner Peyser (WP) services. This review helps identify opportunities to streamline services, reduce wait times, and improve data entry so staff can focus on serving customers.

OWD's Customer Support Unit (CSU) provides additional staffing resources via telephone or virtually to each of the 23 job centers across the state. Using a virtual customer assistance team ensures the right amount of staffing resources are available to customers and ensures efficient and faster access to services.

Goal 3: Develop Career Pathways

OWD partners with an online training provider to offer statewide virtual learning services. A variety of courses allow customers to improve work related skills, leading to a specific career pathway.

OWD also utilizes labor market information provided by the Missouri Economic Research and Information Center (MERIC) that groups occupations in 3 categories based on the levels of education and training typically required, allowing OWD to focus on the development of career pathways to truly benefit Missouri's workforce and employers.

OWD has identified advanced manufacturing, agriculture, healthcare, information technology, and construction as targeted industries to support via the public workforce system. Through state and local workforce development boards, efforts are made to ensure that employers in these priority industries are available to inform education entities about skills needed to be successful in career paths.

Goal 4: Place a Strong Emphasis on Employment Retention

Missouri's public workforce system strives to ensure job placements are responsive to employer skill needs and that job seekers have the technical and workplace skills necessary to sustain employment over time. Missouri is committed to providing education, training, and resources to help job seekers gain stackable credentials and skills that will support employment retention and customer satisfaction. OWD directed grant funding made available from the Economic Development Administration and other resources to make wraparound services available to eligible customers who are engaged in training activities, helping to ensure customers can successfully complete training and be prepared for long term employment.

Goal 5: Engage Employers to Meet their Needs

Missouri's SWDB represents a wide variety of businesses, industries, and organizations. As a result, the SWDB provides approval of public workforce development policies that guide services to employers and job seekers and improves worker's access to employment, education, training, and support services needed to match employers with the right skilled workers.

The SWDB serves as a convener of state, regional, and local workforce system partners to enhance the capacity and performance of the workforce development system, align and improve employment, training, and education programs, and through these efforts promote economic growth. The SWDB actively participates and collaborates closely with partners of the workforce development system, including public and private organizations. This engagement is crucial in the SWDB's role to help integrate and align a more effective job-driven workforce system that invests in the connection between education and career preparation. The SWDB advises Missouri's workforce system partners in the setting and implementation of workforce policy for the state's local workforce regions/areas.

The SWDB created a strategic plan and goals to align public workforce system performance and improvements to key activity and elements of the WIOA Combined State Plan. The SWDB goals provide long- and short-term expectations to improve the state's responsiveness to employers and job seekers. Through these efforts, the SWDB supports activities to increase Missouri's labor force participation rate and educational attainment.

STATE PROGRESS IN IMPLEMENTING SECTOR STRATEGIES AND CAREER PATHWAYS

Business engagement strategies have been developed and are inclusive of participating public workforce partner organizations. The OWD Business Support Unit (BSU), together with business outreach staff from core WIOA partners, collaborate to streamline employer outreach and to improve business engagement within the state's employment and training system overall. Targeted industries include advanced manufacturing, construction, healthcare, information technology, and agriculture.

The growing importance of work-based learning continues to be a valuable approach to meeting employer demands for a skilled workforce. Apprenticeship Missouri works with employers to build a diverse and skilled workforce and to grow apprenticeship and work-based learning opportunities across the state.

As of the end of the federal fiscal year (September 30, 2024), Missouri ranked third in the nation for new apprentices, active apprentices, and completed apprentices.

Work experience and transitional jobs for youth and adults is one of the highest priorities under WIOA. Work-based learning incorporates skill competencies needed by employers, ensuring individuals completing work-based learning are positioned to immediately add value in the workplace and have the marketable skills to provide upward mobility in a career pathway.

Transitional jobs are reserved for those chronically unemployed and provide real life work experience when it is greatly needed to be successful in the workplace. This service is provided as needed to meet the specific needs of the employer and participant.

The OWD BSU provides outreach to employers. A priority of this unit is to establish quality work experience sites in a variety of career pathways in each local area.

Incumbent Worker Training (IWT) is a focal point used throughout the state by the BSU. IWT is a highly shared resource for employers to help design programs to address layoff aversion. This includes collaboration with other partners and local workforce boards who assist with incumbent worker funding.

IWT is designed to offset the cost of training or “skilling up” employees who have an established work history with the company. The program encourages advancement, increases opportunities for hiring entry level staff, and gives wage increases. The state’s policy allows local boards flexibility to provide this valuable service to employers when needed.

As a result of the realignment of state departments 5 years ago, higher education and workforce development are now one department. The combination has created synergies with the focus of serving adult and youth populations. The Adult Learner Network focuses on ways that higher education institutions may best serve the adult student population and brings together employers, educational institutions, workforce development, and other stakeholders to meet educational and skills needs. A second example is that Missouri’s Job Centers are equipped to assist individuals with completing the Free Application for Federal Student Aid, or FAFSA, and are able to make connections with state programs for educational assistance such as FastTrack.

INITIATIVES

Reentry

OWD is actively working with many state agencies in the Missouri Reentry Process, including the state Departments of Corrections, Health and Senior Services, Social Services, Elementary and Secondary Education – Vocational Rehabilitation, Revenue, Mental Health, Public Safety, Transportation, and Office of the State Courts Administrator plus other state and local agencies to prepare justice involved individuals to reenter Missouri communities.

OWD’s Job Center staff begin providing services prior to the individual’s release, including employment goal setting, resume building, job interview skills, personal presentation, and professional/workplace

expectations. Individuals are also connected with the Job Center in the area identified in the release plan to continue with services and connect with employers post-release. During PY 2023, just over 700 individuals were enrolled in WP and received workforce services.

The first individuals were served through this reentry partnership in Fall 2022, and employment data is becoming available for those served early in the program. Nearly half of the individuals were employed 6 months after program exit, and 72 percent were employed 12 months after program exit.

Career Opportunity for Youth (COTY)

In cooperation with the Central Region Workforce Development Board and Columbia Public Schools, OWD is connecting with students in Columbia Public Schools (CPS). The project connects students not pursuing education or training after high school with Job Center services, career exploration opportunities, and paid work experiences with local employers. The purpose of the pilot is to 1) build a pipeline by connecting students to the workforce before graduation, 2) provide students with a real-world work experience to gain workplace skills, and 3) give opportunities for career exploration.

Conversations, planning, and agreements between parties to make this project possible took place in PY 2023, with a full-time staff member beginning work on July 29, 2024. In addition to onboarding activities, the staff member has been making progress with commitments from area employers to hire students. The staff member has also been connecting with students in the district to participate in the program.

Web-Based Training

MDHEWD has been working with an on-line training provider since 2019. MDHEWD continues to maintain this partnership, curating programs for Missouri employers, including OWD, and providing opportunities for individuals to earn credentials while building and enhancing skills.

Web-based training provides a flexible avenue for customers to learn new marketable skills while seeking new employment or advancing along a career pathway. Most classes are on-demand, allowing the individual to meet personal and professional commitments. This free program is offered statewide, with enrollments handled through OWD's Virtual Learning Unit. By offering online courses, this platform has helped individuals overcome barriers to traditional education, such as geographical constraints and time limitations, allowing Missouri residents to up-skill, re-skill, and pursue lifelong learning opportunities.

Appendix 2 shows the top three types of skill development obtained through the programs, as well as the top 10 Coursera programs utilized by Missouri residents.

Online Learning Summary - PY 2023	
Individuals that Joined a Program	1,414
Course Enrollments	9,207
Individuals that Completed Programs (Unique #s)	792
Completed Courses	2,910

The online learning platform has the capability of building specialized curations of courses selected to meet specific needs. Missouri Job Ready Day 1 is a curation to build and reinforce employability skills needed in the workplace, and a version of this program is also available to assist justice involved individuals as they prepare for release and employment in Missouri's communities. Training programs may be built, or curated, for an employer's specific needs, benefitting both the employer and worker.

MISSOURI SPECIALIZED TRAINING PROGRAMS

Rapid Response Program

Rapid Response activities encompass a range of strategies aimed at mitigating the impact of layoffs on workers, employers, and communities. These activities include layoff aversion initiatives involving employers prior to a downsizing event and, if a layoff is needed, immediate, on-site services with affected employers, worker representatives, and local community officials. Working in partnership with employers, workers, workforce development boards, local economic development, and other employment and training program providers, a detailed plan is established that involves assessing the immediate and long-term needs of the employer, workers, and the community.

The Rapid Response Team assembles a broad array of state, local, and community programs to customize the state's response to each layoff event. All Rapid Response worker events address the employment and training needs of affected workers together with information about unemployment insurance benefits, one-stop system services, Pell Grants, the GI Bill, and other resources. Essential services and resources, such as workshops, mobile career centers, resource fairs, and job fairs, are made available to support worker reemployment efforts. During PY 2023, Missouri's Rapid Response Team organized 86 events and provided information to 1,832 affected workers.

Working in partnership with LWDBs, labor representatives, community officials, and others helps ensure a coordinated response to each dislocation event, offering assistance tailored to specific layoffs or disasters. Partnerships with state and local agencies, community officials, employer groups, and labor organizations are maintained to facilitate strategic planning and customize services to each layoff event. These same organizations also work collaboratively to identify early signs of a business that may benefit from layoff aversion assistance. These efforts help when developing specific layoff aversion strategies.

Best practices within this framework include designating the Rapid Response Team/BSU as the single point of contact for all layoffs, ensuring uniform services for employers and dislocated workers while minimizing the confusion that may result from having multiple agencies trying to make employer and worker connections.

Maintaining open lines of communication with regional and local agencies is vital for delivering consistent, high quality Rapid Response comprehensive services. Missouri's Rapid Response services are delivered using a strategy that links workers and employers to American Job Centers which includes processes for intake and co-enrollment in WIOA programs.

Rapid Response Team members receive ongoing training to ensure Missouri's Rapid Response services are innovative and strive for consistent attention to quality and customer service. Team development efforts focus on training Missouri Job Center staff and partners about Rapid Response processes to ensure consistent high quality service delivery.

Apprenticeship and Work-Based Learning

OWD prioritizes access to registered apprenticeship programs and expanding current programs by launching new partnerships and increasing access through high-quality pre-apprenticeship programs. In PY 2023, Missouri had more than 21,000 active apprentices across 283 active and registered programs. Missouri also has a large number of Registered Youth Apprenticeships programs, with 33 programs currently registered and over 450 active youth apprentices engaged in learning.

OWD's Apprenticeship and Work-Based Learning team members serve as subject matter experts for apprenticeship and other work-based learning programs under WIOA. Work-based learning is one of the highest priorities for Missouri under WIOA. The underlying advantage of work-based learning is that it incorporates skill competencies needed by employers. Work-based learning ensures individuals who complete training can immediately add value in the workplace and have the marketable skills for future career pathway advancement.

Serving as the subject matter experts for WIOA work-based learning, the Apprenticeship and Work-Based Learning team has provided training and guidance to WIOA partners statewide regarding the implementation of various work-based learning strategies including pre-apprenticeship, registered apprenticeship, on-the-job training (OJT), and IWT. Additionally, the team has completed policy updates for the OJT and IWT programs and is currently working to establish policy and other written guidance for implementing WIOA-funded registered apprenticeship and pre-apprenticeship activity. The Apprenticeship and Work-Based Learning team continues to seek new funding opportunities. During PY 2023, the team has implemented activity under multiple state and federal grants.

Child Development Associate (CDA)

The CDA grant is an apprenticeship opportunity in partnership with the Department of Elementary and Secondary Education's Office of Childhood using American Rescue Plan Act, or ARPA funding. The goal of the CDA grant is to provide more than 250 Missourians with apprenticeship training in the childcare industry throughout the Kansas City, St. Louis, and southwest areas of the state. The CDA grant is critical to addressing Missouri's childcare crisis by providing quality training to workers, in turn providing more Missouri families access to quality childcare. At the end of the program year, Missouri has served 170 individuals. This project runs through September 30, 2024.

The CDA Grant program is using registered apprenticeship to address the shortage of childcare workers in Missouri. YWCA's Successful Pathways™ program prepares future professionals for the Child Development Associate credential – the most widely recognized credential in early childhood education and a stepping stone to career advancement.

“My plans for the next 5 years are to receive further education and become a teacher within the YWCA Head Start program. I enjoy being a an assistant teacher, however the sky is the limit and I will reach it. The Head Start program has been a “Pathway to Success” for my entire family.” -Shontae



State Apprenticeship Expansion Formula (SAEF)

The SAEF grant serves as a new and unique opportunity for Missouri. SAEF funds are part of a larger five-year investment plan for the U.S. Department of Labor (USDOL) – Employment and Training Administration to provide funding to support state capacity, development of new and expansion of existing registered apprenticeship programs, while also driving innovation and reform. Missouri utilizes the SAEF grant to expand business services outreach throughout the state, support direct participant registered apprenticeship and pre-apprenticeship activities, and to continue providing larger technical assistance events to apprenticeship partners through the annual Apprenticeship Missouri Summit and apprenticeship pre-conference session connected to the Missouri Association for Workforce Development annual conference.

SAEF directly funded apprentices and pre-apprenticeship participants engaged in training programs with high schools, career and technical education centers, higher education institutions, and participating workforce development boards in the following targeted occupations:

- Certified Medical Assistant/Certified Medical Technician
- Industrial Maintenance
- Information Technology Generalist
- Machinist
- Medical Assistant
- Education, including Teacher's Aide
- Welder

To date, the SAEF grant has served 74 apprentice and 5 pre-apprentice participants. The SAEF grant will continue through June 30, 2025, with additional funds provided throughout the state to continue apprenticeship expansion related activities.

The SAEF grant provides opportunities for apprenticeship participation. Haley always knew she wanted to work in the medical field like her mom, a NICU nurse and nurse manager. After graduating with a bachelor's degree in biology and minor in nutrition, Haley completed the Medical Assistant Apprenticeship program.

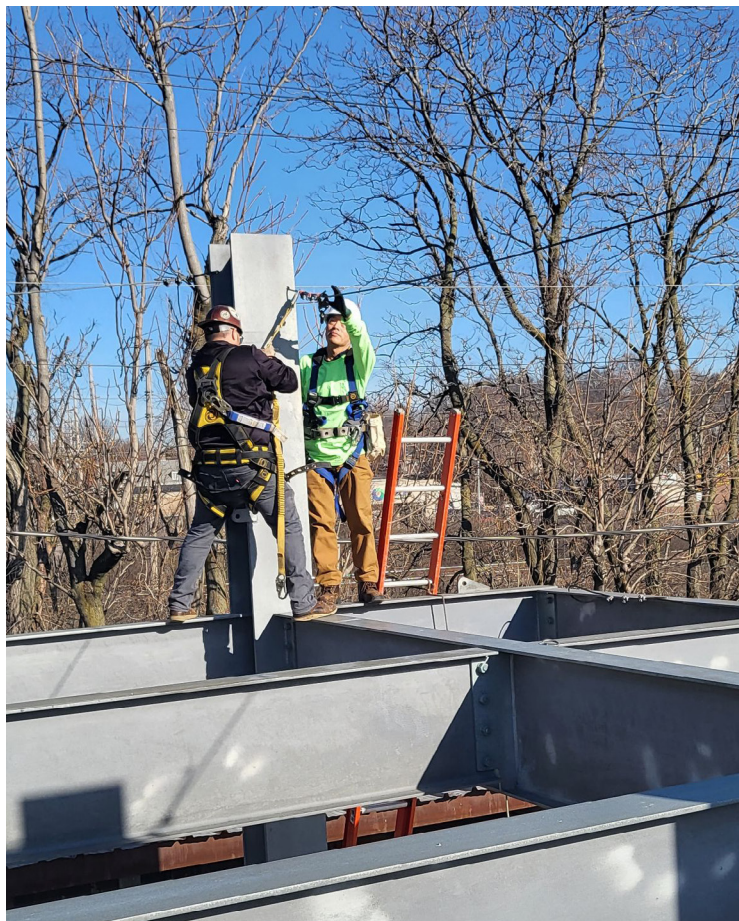
“The Medical Apprenticeship Team gave me the confidence and support I needed to take that final test. I am grateful for the opportunity to attend and complete this apprenticeship.” -Haley



Missouri continues to support apprenticeship related activities through WIOA discretionary-funded projects, as well as state general revenue projects. These projects supported construction related pre-apprenticeship programs with two labor unions, information technology-related registered apprenticeship programs, and provided supportive services for a variety of registered apprenticeship occupations.

Pre-apprenticeship programs like the Missouri Apprentice Ready program, through the Missouri Works Initiative, provide individuals with hands on learning experience and a pathway to the union trades. Jihu recently immigrated to the United States in pursuit of better opportunities. Jihu began taking English class through an English as Second Language school, where he learned about the program. Jihu has graduated and is now an apprentice with the Plumbers and Pipefitters 562.

“Through this project, it can be said that my career choice in life has been ultimately determined. I have not only improved my professional skills, but my language skills have also improved by interacting with my colleagues day by day, and I am grateful for their patience.” -Jihu



To encourage apprenticeship activity, Missouri continues to partner with the Missouri Chamber and provide ongoing support for Missouri Apprentice Connect, an online apprenticeship matching portal. The portal encourages the modernization and expansion of apprenticeship by allowing employers and potential apprentices to connect online. At the end of PY 2023, 221 unique apprenticeship employers are listed, 513 apprenticeship positions posted, and 1,502 active potential apprentices searching for employment.

In addition to the Apprentice Connect Portal, Missouri continues to support the Chamber’s Intern Connect portal, which provides the same services as Apprentice Connect, only geared toward internship opportunities throughout the state.

FEDERAL GRANTS

QUEST Disaster Recovery National Dislocated Worker Grant

OWD was awarded \$5 million in fall 2023 to support Missourians dislocated or impacted by the COVID-19 pandemic. Sub-awards were made to 6 of the 13 LWDB regions, with Central Office coordinating on behalf of the other regions. The QUEST (Quality Jobs, Equity, Strategy and Training) Grant delivers services focused on high-quality jobs within the six sectors of infrastructure, care economy, hospitality, climate/environmental, professional/scientific/technical, and education. The QUEST grant will operate through September 2026.

In addition to staffing costs, each LWDB may choose the focus of participant costs based on activities most needed and effective in the region. These activities include occupational skills training, on-the-job training, work experience, and supportive services.

During the PY 2023 period of performance, the QUEST Grant enrolled a total of 63 participants. The grant was awarded in late September, so it took time to make the program operational at the Job Center level. As LWDBs and Job Center staff are trained and become more familiar with the grant, enrollments are expected to increase and meet the overall goals of the three-year grant period. Thirty-two participants received supportive services. Twenty-one participants were enrolled in occupational skills training services, while seven were placed in on-the-job training. Performance reporting will continue to occur on participants still engaged in training services for the duration of the grant.



The focus of the QUEST grant is providing services to individuals facing significant barriers to completing education and training programs.

Three participants in the Licensed Practical Nursing Program at the Saline County Career Center were nearing graduation but facing financial situations that made program completion difficult. After learning about the QUEST grant, participants connected with the Sedalia Job Center and were enrolled in the QUEST program to receive supportive services for fuel, rent, and payment of auto insurance. After each meeting with staff for the supportive services, the participants expressed appreciation for removing stress and allowing focus on successful program completion.

The three participants graduated on June 27, 2024 and have employment opportunities upon passing the State Board exams.

OWD requires a co-enrollment process for all National Dislocated Worker Grant participants to also be enrolled in the WP program. Additionally, all participants enrolled based on WIOA Dislocated Worker status must be co-enrolled in the local WIOA Dislocated Worker program. OWD encourages other co-enrollment practices, and in some local workforce development areas, participants enrolled under long-term unemployed status are often co-enrolled into the WIOA Adult program.

Good Jobs Challenge Grant

OWD was sub-awarded \$2.2 million in fall 2023 through the City of Springfield from a grant received from the U.S. Department of Commerce, Economic Development Administration. The grant duration is through September 2025. The Good Jobs Challenge grant was designed to get Americans back to work and increase wages, as well as develop demand-driven systems that will continue to support Americans in securing and retaining quality jobs. The goal is to link participants with employers and provide dual enrollment in WP services, as well as referrals to other partnering programs for wrap-around services. Training costs and supportive services were provided to participants in the Southeast and South Central region of the state. Training opportunities are in the targeted sectors of Healthcare, Education and Transportation/Logistics.

The goal of the grant is to enroll 154 participants, 134 complete training, and 117 placed in a quality job upon training completion. In PY 2023, 194 participants were enrolled in the grant, with 61 completing training so far. Fifty-eight of the participants have reported being employed. Supportive services have been provided to 85 participants. The participant numbers are expected to climb through the second year of the grant as training completion dates are reached and employment is found in the fields of training. Enrollment has already exceeded the goal, while training completion is currently at 46 percent and employment is at 38 percent.

WAIVERS

Missouri was approved for four distinct waivers from USDOL to support workforce development activities and provide flexibility for individuals accessing WIOA programs. The waivers and outcomes are indicated below.

Youth-Related Waivers

OWD works very closely with the Department of Elementary and Secondary Education, Office of Career Readiness, to expand registered apprenticeship programs and launch new programs, providing young adults with an alternative to self-sufficient career opportunities outside of the post-secondary journey. In addition, Missouri regularly connects high schools and career and technical education centers (CTE) with WIOA resources and encourages building relationships with local workforce development areas and associated Job Centers for support.

During PY 2023, OWD engaged 55 of Missouri's 57 CTEs, promoting WIOA Youth services and registered youth apprenticeship. Two waivers are being utilized to increase the number of in-school youth (ISY), supporting work-based learning opportunities for students and workers in high-growth industries throughout the state. The waiver will continue supporting the governor's initiatives of youth registered apprenticeship and increasing the number of youth served through WIOA.

Waiver 1: Out-of-School Youth Expenditure Waiver

USDOL approved Missouri's waiver (WIOA Section 129(a)(4)(A) & 20 CFR 681.410) request to reduce the WIOA Out-of-School Youth (OSY) expenditures from the 75 percent requirement down to 50 percent for PY 2022 and PY 2023.

Missouri has received this waiver for a total of 5 consecutive program years. This waiver provides flexibility to the state and local areas to serve more ISY with work experience, pre-apprenticeship, registered apprenticeship, and other work-based learning opportunities.

Waiver 2: In-School Youth Individual Training Accounts Waiver

USDOL approved the waiver (WIOA Section 20 CFR 681.550) request to allow WIOA individual training accounts (ITA) for ISY, ages 16-21 for PY 2022 and PY 2023. This waiver request provides the state and local areas the flexibility to serve more youth in classroom training and registered apprenticeship training, regardless of school status.

During PY 2023, 57 ITAs were used for ISY, a decrease of 4 compared to last year's usage of ITAs for ISY. Outcomes associated with this measure were 45 and 63 percent for measurable skills gain (MSG) and credential attainment respectively. For PY 2023, the actual achieved MSG was 62 percent for all youth and 64 percent for ISY. The actual credential attainment rate was 59 percent for all youth and 51 percent for ISY.

From PY 2019 through PY 2022, the use of these two waivers steadily increased the number of ISY served using WIOA funds, except for PY 2020. The number of youth served in PY 2023 decreased compared to the previous program year.

In-School Youth Served					
	Program Year				
	PY 2019	PY 2020	PY 2021	PY 2022	PY 2023
Number Served	356	314	407	476	367

Goals initially set for the youth waivers included all youth participants and incremental increases for each program year. In PY 2023, the achieved MSG was 62 percent for all youth and 64 percent for ISY. The actual achieved Credential Rate was 59 percent for all youth and 51 percent for ISY.

Measureable Skills Gain and Credentials Attainment Performance for 2023				
	Measureable Skill Gains	Measureable Skill Gains	Credential Attainment	Credential Attainment
	PY 2023 (All)	PY 2023 (ISY)	PY 2023 (All)	PY 2023 (ISY)
Goal*	45.00%		63.00%	
Achieved	62.31%	64.71%	59.42%	51.12%

Waiver 3: On-the-Job Training Waiver

Missouri had an approved waiver (WIOA Section 134(c)(3)(H)(i) and 20 CFR 680.720(b)) request to increase On-the-Job Training (OJT) employer reimbursement up to 90 percent through June 30, 2024. During PY 2023, 33 people were served through OJT, an increase of 14 percent over last year's OJT services. Of the 33 OJT enrollments, two OJT agreements were established using the 90 percent reimbursement rate; both increased reimbursements occurred under Missouri's QUEST dislocated worker grant.

Although OJT enrollments are increasing from last year, few workforce regions have chosen to utilize the increased OJT reimbursement; one workforce region is utilizing the ability to increase reimbursement to 75 percent as allowed in regulations. The Apprenticeship and Work-Based Learning team will be spreading awareness of the increased reimbursement rates during the upcoming year to expand the use of this waiver, which was recently approved for PY 2024 and PY 2025.

OJTs by Region, Per Program Year			
Region	PY 2021	PY 2022	PY 2023
Central Region	9	16	7
East Jackson County	2	0	1
Jefferson/Franklin Consortium	9	3	3
Kansas City & Vicinity	10	2	2
North Region	0	0	2
Ozark Region	3	1	5
South Central Region	9	0	4
Southeast Region	3	2	5
Southwest Region	4	0	0
St. Charles County	1	1	1
St. Louis County	5	1	1
West Central Region	3	3	2
Total	64	29	33

Waiver 4: Incumbent Worker Training Waiver

Missouri has an approved waiver (WIOA Section 134(d)(4) and 20 CFR 680.800(a)) allowing LWDBs to reserve more than 20 percent of WIOA Adult and Dislocated Worker funds for IWT. This waiver increased the threshold for IWT from 20 percent to 50 percent through June 30, 2024.

In PY 2023, the Apprenticeship and Work-Based Learning team approved 12 incumbent worker training applications, serving 52 individuals across four workforce regions. Although a small decline in IWT, regions continue to offer this service to Missouri workers and businesses. The decline in enrollments for IWT is attributed to the continued reduction in WIOA allocations.

Incumbent Worker Training-Participants Served			
Region	PY 2021	PY 2022	PY 2023
Central Region	89	12	10
Jefferson/Franklin Consortium	20	32	21
Northeast Region	8	1	0
South Central Region	6	0	0
St. Louis County	46	25	19
West Central Region	2	7	2
Total	171	77	52

To increase IWT enrollments and participation across more workforce regions, the Apprenticeship and Work-Based Learning team will be revising the current IWT policy and supporting programmatic guidance and forms next program year. The updates provide opportunities to increase the use of this waiver through staff training, bringing additional awareness and reminders of IWT as a service for employers. The waiver was recently approved for PY 2024 and PY 2025.

PROMISING PRACTICES

Workforce Development Registered Apprenticeship Program

After leading registered apprenticeship discussions with Missouri employers for many years, OWD created its own registered apprenticeship program. Through the experience of following USDOL guidance, OWD staff are better able to assist employers with the process of becoming a Registered Apprenticeship.

In September 2023, Missouri OWD registered a workforce development apprenticeship program, a competency-based program providing front-line job center staff with a standardized training plan. The OWD program incorporates the Certified Workforce Development Professional (CWDP) certification and other workforce-related instruction through an online training provider and the National Veterans' Training Institute, or NVTI. Missouri officially launched the workforce development registered apprenticeship program on November 1, 2023, enrolling existing staff members willing to complete the training, plus all new hires moving forward. By the end of the program year, 62 apprentices engaged in CWDP learning activities and the first staff member completed the apprenticeship program.

Workforce Development Professional Development Program

MDHEWD recognizes the different skill needs for staff supporting Job Center operations but do not directly provide services to customers. The Workforce Development Level Up curation was developed through an online training provider and is strategically designed to equip staff with skills actively used

in daily work. Key learning areas of customer service, effective communication, time management, and personal leadership are part of the 33 training hours. Since the beginning of PY 2023, 101 staff members enrolled and 67 completed the program.

Regional Support Specialists/Trainers

Regional Support Specialists was an idea from OWD staff and aims to provide support to new staff members. The three Regional Support Specialists each cover one zone and have developed structured, stackable training delivered one-on-one with the new staff member. The Regional Support Specialist model also facilitates relationship building between new staff and the Support Specialist for questions and a sense of belonging within the organization.

Regional Support specialists were hired and began working in the new role in Fall 2022. Since that time voluntary resignations have decreased by 23 percent and overall turnover by 35 percent.

PERFORMANCE GOALS

Negotiated performance goals for PY 2023 were higher than previous years for most WIOA and WP measures, and OWD was up to the challenge. WIOA requires that states and regions meet or exceed 90 percent of the negotiated performance goals for each federal performance measure. As a state, Missouri met at least 90 percent of all performance goals, with the exception of one measure. State and regional performance are Appendix 3.

Employment After Exit. Missouri exceeded performance goals for the measure of Employment 4 Quarters After Exit and met at least 90 percent of negotiated performance for Employment 2 Quarters After Exit for all WIOA programs and WP.

Employment Q2 After Exit									
Program	PY 2021			PY 2022			PY 2023		
	Slate Plan	Actual	% Achieved	Slate Plan	Actual	% Achieved	Slate Plan	Actual	% Achieved
WIOA Adult	72.50%	78.82%	108.72%	74.00%	79.39%	107.29%	74.00%	74.12%	100.16%
WIOA DW	77.00%	76.61%	99.50%	76.00%	77.40%	101.85%	76.00%	75.27%	99.04%
WIOA Youth	73.00%	81.77%	112.02%	77.00%	82.51%	107.15%	77.00%	76.19%	98.95%
Wagner-Peyser	69.00%	63.49%	92.01%	67.00%	74.18%	110.72%	67.00%	71.65%	106.93%

Employment Q4 After Exit									
Program	PY 2021			PY 2022			PY 2023		
	Slate Plan	Actual	% Achieved	Slate Plan	Actual	% Achieved	Slate Plan	Actual	% Achieved
WIOA Adult	68.00%	75.02%	110.33%	70.00%	80.23%	114.61%	70.00%	74.33%	106.19%
WIOA DW	74.00%	77.49%	104.71%	74.00%	75.59%	102.15%	74.00%	74.81%	101.09%
WIOA Youth	70.00%	80.35%	114.79%	74.50%	80.45%	107.99%	74.50%	79.28%	106.42%
Wagner-Peyser	71.00%	64.78%	91.24%	69.50%	70.51%	101.46%	69.50%	71.67%	103.13%

Median Earnings. Missouri exceeded performance goals for all Median Earnings 2 Quarters After Exit. Actual earnings reported for PY 2023 topped earnings for all WIOA programs and WP for PY 2022 and PY 2021.

Median Earnings 2 Quarters After Exit									
Program	PY 2021			PY 2022			PY 2023		
	Slate Plan	Actual	% Achieved	Slate Plan	Actual	% Achieved	Slate Plan	Actual	% Achieved
WIOA Adult	\$5,250.00	\$7,710.47	146.87%	\$7,000.00	\$7,292.55	104.18%	\$7,000.00	\$8,569.47	122.42%
WIOA DW	\$7,400.00	\$9,362.69	126.52%	\$9,000.00	\$8,377.86	93.09%	\$9,000.00	\$9,610.89	106.79%
WIOA Youth	\$2,950.00	\$4,512.58	152.97%	\$3,700.00	\$4,498.00	121.57%	\$3,700.00	\$4,756.72	128.56%
Wagner-Peyser	\$5,200.00	\$7,021.77	135.03%	\$5,750.00	\$6,776.28	117.85%	\$5,750.00	\$7,960.99	138.45%

Credential Attainment. Missouri met at least 90 percent of the negotiated goals for WIOA DW and WIOA Youth programs. However, Missouri fell just short of 90 percent in the WIOA Adult program. Outcomes of this measure were affected by enrollments in specific, self-directed training programs geared to information technology occupations. While the programs had great potential, program participants didn't have positive outcomes and the program was discontinued.

WIOA Credential Attainment									
Program	PY 2021			PY 2022			PY 2023		
	Slate Plan	Actual	% Achieved	Slate Plan	Actual	% Achieved	Slate Plan	Actual	% Achieved
WIOA Adult	67.00%	66.16%	98.74%	66.50%	62.35%	93.75%	66.50%	56.96%	85.65%
WIOA DW	68.00%	74.05%	108.90%	71.00%	70.10%	98.74%	71.00%	65.25%	91.91%
WIOA Youth	63.00%	58.86%	93.43%	63.00%	66.22%	105.12%	63.00%	59.42%	94.32%

Measurable Skill Gains (MSG). Missouri continues to successfully achieve goals in the MSG measure for all programs. PY 2023 marks the fourth consecutive year Missouri exceeded performance goals, even with incremental performance goal increases.

WIOA Measurable Skill Gains									
Program	PY 2021			PY 2022			PY 2023		
	Slate Plan	Actual	% Achieved	Slate Plan	Actual	% Achieved	Slate Plan	Actual	% Achieved
WIOA Adult	48.00%	55.80%	116.26%	51.50%	68.15%	132.34%	52.00%	65.96%	126.84%
WIOA DW	59.00%	63.18%	107.09%	60.00%	71.16%	118.60%	60.00%	69.28%	115.46%
WIOA Youth	38.50%	53.08%	137.88%	44.50%	54.68%	122.87%	45.00%	62.31%	138.46%

Effectiveness in Serving Employers

In PY 2023, states were allowed to choose Effectiveness in Serving Employer (ESE) measures from a set of defined measurement strategies. Missouri chose the measures Rate of Repeat Business Customers and Rate of Market Penetration among the Whole Market Share of Employers.

The Rate of Repeat Services to Business Customers for PY 2023 was 28.7 percent. The measure is defined as the percentage of repeated services provided to Missouri employers during the past three years. Elements to calculate the measure include the percentage of all employers who received services and used core program services more than once.

The Rate of Market Penetration Among the Whole Market Share of Employers for PY 2023 was 6.5 percent. The measure calculates the percentage of employers using business services compared to all business establishments in the state.

On February 23, 2024, a final rule was published by the Employment and Training Administration and Education Department. The final rule established that the sixth performance indicator for WIOA would be Retention with the Same Employer. While this performance indicator is not one of the pilot measures Missouri selected, the performance indicator is calculated by OWD's case management system. Efforts are currently underway to coordinate and ensure that data from all six WIOA core programs can be effectively merged and reported accurately for PY 2024 based on the guidance provided by USDOL in the Final Rule, TEGL 10-16, Change 3, and any other additional guidance.

CUSTOMER SATISFACTION

At the beginning of PY 2023, Missouri launched a new customer satisfaction survey system. The new survey collects customer sentiment on questions related to overall satisfaction, services, and the customer's experience with the Job Center interaction. The overarching goal is collecting meaningful, usable feedback from customers to continuously improve how customers are served.

The new customer satisfaction system offers many new features to enhance customer feedback opportunities. With the new process, all individuals with staff-assisted services receive a survey via email. Customers have the option to request follow-up contact through a closed-loop ticketing system. Survey responses can be filtered by different customer groups and is visualized for easy understanding. Data is used as Missouri reviews processes to better meet customer needs and as the Customer Experience Improvement Team looks for opportunities for staff preparation, recognizes excellent service, and identifies areas of focus for improvement projects.

In PY 2023, just over 4,000 job seekers provided feedback on Job Center services, representing a return rate of 11.4 percent. The overall satisfaction rate was 86 percent while 93 percent would refer friends and family to the Job Center. Nearly 300 employers, or 8.9 percent, returned customer surveys, with a customer satisfaction rate of 83 percent and 95 percent would refer other employers to the Job Center.

RESEARCH and DATA

Program Evaluation

Data has become engrained in the culture of OWD and is used throughout the organization for making decisions, policy recommendations, and forming new workforce strategies. Dashboards are sent to staff and local partners each week as a first look at performance for the prior week. Job Center Supervisors query daily numbers for enrollments, services, and traffic for their centers to manage operations. OWD's focus is not just on numbers. OWD staff understand that each number represents an individual, a person that is receiving assistance and on a path to meeting employment goals.

During the 2022 Evaluation Peer Learning Cohort (EvalPLC), Missouri formed a team of individuals from all parts of the public workforce system. The team learned about the WIOA evaluation process

by building an evidence-based framework to be replicated and used to build research projects. The Missouri Evaluation Team compiled a list of questions about the public workforce system to be answered through the data. The team prioritized the list of research topics and Missouri's first formal evaluation project, [Barriers: How Workforce Innovation and Opportunity Act Services Affect Employment](#), was completed by OWD in June 2024. The research takes a deep dive into the most common barriers reported by individuals in the WIOA Adult, Dislocated Worker, and Youth programs, and the impact of different levels of services on employment outcomes. The Missouri Evaluation Team will continue to collaborate to identify and prioritize projects.

Through the years, Missouri received Workforce Data Quality Initiative and other grants to begin building a workforce longitudinal data system with several departments contributing data and information. During Missouri's 2024 legislative session, funding and staffing for a P20W data system became a reality, providing a focus on the data and linkages across agencies, educational institutions, and programs. The P20W will allow Missouri to answer workforce-related questions to understand the workforce landscape and to build policies around the data.

Missouri has two evaluation projects underway in PY 2024. The first project is a comparison of the customers served prior to the COVID pandemic and customers served now based on demographic groups, education level, and employment status at program entry. Results from this study will help the public workforce system understand the changing landscape of customers, the services customers need to meet career goals, and determine the best ways to provide services.

The second evaluation project will be a multi-year study of a pilot project that began in July 2024. The pilot is a partnership with a large urban public school system. Students not pursuing training or education after high school are identified and referred to an OWD staff member located in the school. Career exploration, employment services, and work-based learning opportunities with local businesses connect the student with the workforce prior to receiving a diploma. This evaluation project will track employment and wage outcomes of participating students to those that did not participate, as well as students that received post-secondary education and training credentials.

Missouri is striving to improve the workforce system, and research and evaluation are part of the process. Missouri will continue to strategically choose projects to better understand the population, unique needs based on geography, barriers, and demographics to design and deliver services. Projects will provide meaningful feedback and an objective assessment of the system and services, allowing Missouri to validate, rethink, and pivot where needed.

Data Element Validation

Data validation, or Data Element Validation (DEV) is a series of internal controls or quality assurance techniques established to verify the accuracy, validity, and reliability of data. The establishment of a shared data validation framework that requires a consistent approach across programs ensures that all program data consistently and accurately reflects the performance of each grant recipient. The purpose of validation procedures is to verify the performance data reported by grant recipients to USDOL is valid, accurate, reliable, and comparable across programs; identify anomalies in the data and resolve issues that may cause inaccurate reporting; outline source documentation required for common data elements; and improve program performance accountability through the results of data validation efforts.

Each LWDB, the Central Office Trade unit, and OWD supervisors are responsible for conducting quarterly DEV reviews. All WIOA core and non-core programs must be reviewed. Quarterly reviews are conducted on a minimum of 3, with a maximum of 15, randomly selected records, for each program.

The OWD Regulatory Compliance team reviews DEV efforts on an annual basis. If any missing or erroneous data is discovered throughout the validation process, staff must take appropriate action to correct it.

LWDBs, OWD Supervisors, and Regional Managers must provide annual training to workforce staff on the importance of correct data entry as it relates to obtaining positive performance outcomes. Additionally, each LWDB must provide training on the allowable source documentation requirements. OWD will provide annual DEV training to all staff responsible for monitoring data entry and performance. USDOL provides OWD with performance feedback reports to aid in data integrity efforts and support data accuracy on a quarterly basis. The analysis includes, but is not limited to, a review of the data submitted, anomalies and outliers, and other potential data quality issues, which may indicate reporting inaccuracies. MDHEWD uses the reports to conduct quarterly data integrity reviews of program data errors, missing data, out-of-range variances in values reported, and other anomalies. OWD's Regulatory Compliance Unit will conduct annual evaluations of the DEV reviews conducted by each responsible entity to determine the effectiveness of the current DEV policy and the procedures identified within. When inefficiencies are discovered, the policy and procedures are updated accordingly.

After consultation with the Department of Labor during PY 2023, OWD has been working to update the Data Validation policy to strengthen the effectiveness of data validation. The new policy will be effective with the 1st quarter data validation for PY 2024.

Common Exit

The common exit approach for WIOA Title I Adult and Dislocated Worker, WIOA Title I Youth, WIOA Title III WP, and Trade Adjustment Assistance (TAA) programs reports the exit date as the last date of service. The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services; this does not include self-service, information-only services or activities, follow-up services, and that there are no plans to provide the participant with future services in any program in which they are participating.

Any authorized user who knowingly or willingly posts a false activity or service in the statewide case management system (or any authorized user who instructs another user to post such an activity) to prevent a timely exit will be falsifying a record and compromising the integrity of the record and/or database. Such an action constitutes a violation of OWD's Confidentiality and Information Security Plan, subject to the disciplinary and/or legal penalties therein. Penalties may include suspension or debarment from access to the case-management system or termination of employment. Depending on its severity, such action also may constitute violation of state or federal laws or regulations and may be subject to additional administrative remedies or criminal prosecution.

Case management services and any other required administrative caseload management activities that involve regular contact with the participant or employer to obtain the participant's employment status, educational progress, or need for additional services also do not constitute services that extend the period of participation. If a participant is not scheduled for future services, it must be documented in case notes, the Employment Plan closed, and the closure tab completed.

- **Soft Exit** – A Soft Exit will occur when an individual that has not received documented staff-assisted services for 90 days in the WP, WIOA, or TAA programs. The definition of a “soft exit” is an exit that is system generated and records automatically after the participant goes 90 days without receiving staff-assisted services. The date of common exit will correspond to the last day of the staff-assisted service.

- **Hard Exit** - A Hard Exit may occur if any of the following reasons apply during participation or up to the fourth quarter measurement period.
 - The participant exits the program due to incarceration in a correctional institution or becomes a resident of an institution or a facility providing 24-hour support (such as a hospital or treatment center) during the course of receiving services as a participant.
 - The participant exits the program because of medical treatment lasting longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
 - The participant is deceased.
 - The participant exits the program after being called to active duty for at least 90 days as a member of the National Guard or other reserve military unit of the armed forces.
 - For Youth participants only, if the participant is in the foster care system as defined in 45 CFR 1355.20(a), and exits the program because the participant has moved from the area as part of such a program or system.
 - The participant is a criminal offender in a correctional institution as defined under section 225 (e)(1) of WIOA.

Case Managers must provide back-up documentation and contact OWD's CSU to request a hard exit. CSU will review all the necessary documentation before completing the hard exit.

Eligible Training Provider List

Beginning in June 2023, Missouri retired its homegrown Eligible Training Provider List (ETPL) system and began using the provider module available in the case management system to improve data and streamline the process of provider and program eligibility reviews.

OWD's ability to gather real time data and track performance outcomes for providers and programs has improved because of the consolidation and conversion process. The module offers an easy option for provider institutions to enter program details, capturing data required for reporting.

The conversion efforts have increased data integrity in the ETPL. The module benefits customers seeking education and training programs, increases data quality for performance reporting, and allows reasonable and realistic performance goals for providers and programs on the ETPL.

EQUAL OPPORTUNITY

MDHEWD's State Office of Equal Opportunity (MDHEWD SOEO) is steadfast in its commitment to fostering an inclusive and welcoming environment where all Missouri citizens have equal access and opportunity to succeed in education, training, and employment endeavors in the state of Missouri. The MDHEWD SOEO is actively committed to ensuring equal and integrated access to services for all race, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, and individuals with a disability throughout Missouri's workforce system. The MDHEWD SOEO plays a crucial role in advocating for equal opportunity policies to prevent discrimination in higher education and workforce development. MDHEWD SOEO's programs and initiatives worked to eliminate barriers and promote equal access for all individuals, regardless of their background or characteristics.

Throughout PY 2023, the MDHEWD SOEO developed training to focus on eligible training provider monitoring requirements under Section 188 of WIOA, 29 CFR 38 and the Missouri Nondiscrimination Plan. In May 2024 a mini two-day summit was provided to Local Equal Opportunity (EO) Officers on Section 188 of WIOA and 29 CFR 38.

In accordance with the Missouri Nondiscrimination Plan, the MDHEWD SOEO processed discrimination, harassment, and retaliation complaints, and conducted an annual monitoring review for WIOA recipients. Throughout PY 2023, the MDHEWD SOEO received 44 complaints.

The National Association of State Workforce Agencies (NASWA) recognized and honored the MDHEWD SOEO with the prestigious William J. Harris Equal Opportunity Award at the 2023 Winter Policy Forum in Washington, D.C., presented by the EO Committee. This award recognizes a state demonstrating excellence and innovation in equal opportunity. See Appendix 4.

MDHEWD SOEO conducts a language assessment annually to see how often staff encounter limited English proficiency (LEP) individuals. MDHEWD staff may interact with a customer seeking employment services, complaint processing, or general information. To support interaction with the general public, MDHEWD SOEO has coordinated training on how to utilize the language line, how to schedule in-person interpreting services, and translate vital documents into their preferred language. According to MERIC, Spanish is the most spoken language other than English in Missouri. MDHEWD SOEO has provided the public with an audio Spanish version of their rights to file a complaint under Section 188 of WIOA. To continue future effective meaningful access to services, MDHEWD SOEO analyzes the different languages staff interacted with throughout the program year. From program year to program year the data reflects that training has increased the system's ability to serve customers with a limited English proficiency. Missouri workforce system language access is shown in Appendix 5.

SPECIAL EVENTS

OWD Summit

The OWD Summit is an annual event that brings together state and LWDB leaders for a series of workshops and learning opportunities. The opening session for the PY 2023 Summit featured Modern Warrior and shared a veteran's personal and emotional journey of the challenges of military service and the experience veterans face when returning home, providing a catalyst for conversation on mental health and serving veterans. General sessions focused on universal topics like generational differences, while breakout sessions for teams provided specialized training, technical assistance, and team-oriented conversation.

Apprenticeship Summit

Missouri hosted its 6th annual Apprenticeship Missouri Summit, with the theme, "Moving Missouri Forward Through Apprenticeship." The Summit was hosted on November 14th, in St. Louis, Missouri, and was one of 40 different events held in celebration of National Apprenticeship Week. Over 100 apprenticeship community partners from across the state were in attendance.

The 2023 Summit took a different approach to National Apprenticeship Week and focused on celebrating successes with key programs. Speakers, representing key apprenticeship initiatives including youth, childcare, and construction, shared their insight and included employers, program sponsors, and apprentices. Missouri continues to prioritize registered apprenticeship expansion. The Apprenticeship Summit provides an excellent opportunity to keep partners engaged in discussions on apprenticeship and provide helpful related technical assistance.

CLEO Training

In cooperation with the County Commissioners Association of Missouri, LWDA Directors were given the opportunity to host a session at the annual County Commissioner Training on February 28, 2024. The purpose of the session was educating Chief Local Elected Officials of their responsibilities regarding WIOA program and the federal funding.

Train-the-Trainer

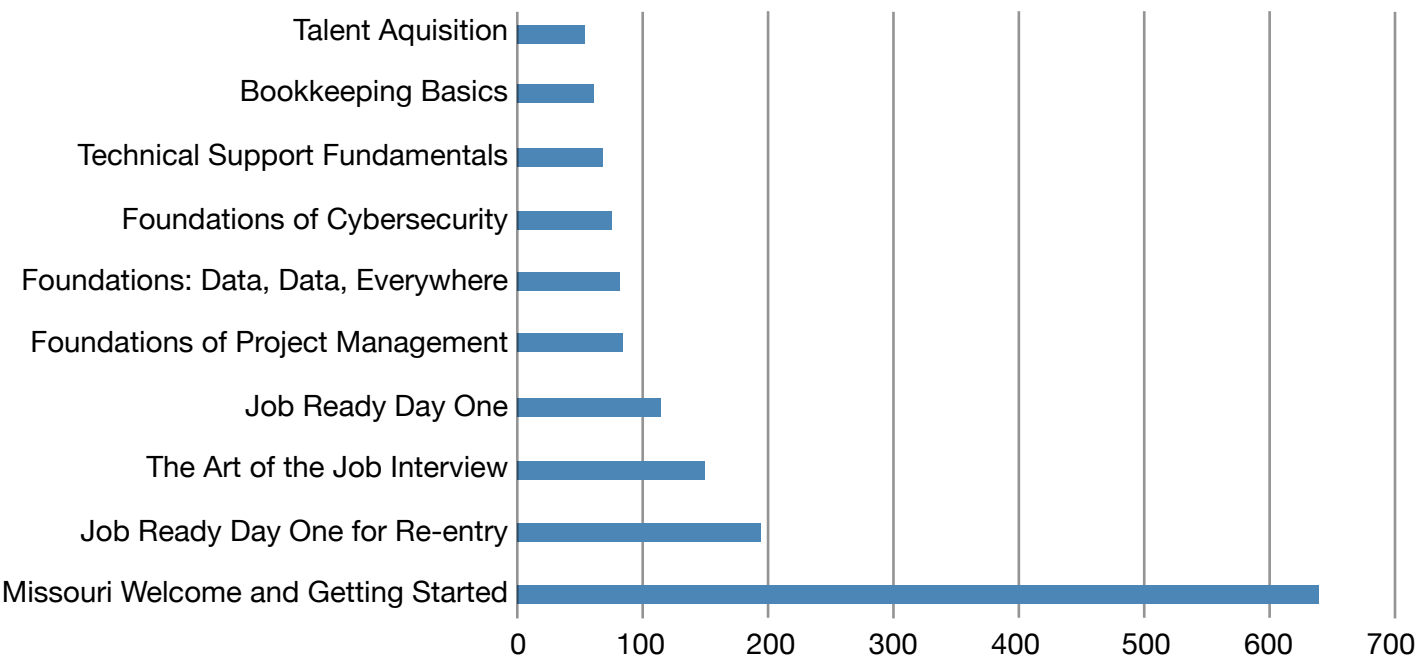
A result of the Case Management Taskforce's work was the creation of the Train-the-Trainer program. The team identified opportunities for improvement during monthly meetings. OWD staff created and delivered content to local staff who then become the trainers for each region, ensuring consistent messaging and processes. The featured topic for PY 2023 was Adult, Dislocated Worker, and Youth eligibility.

Appendix 1

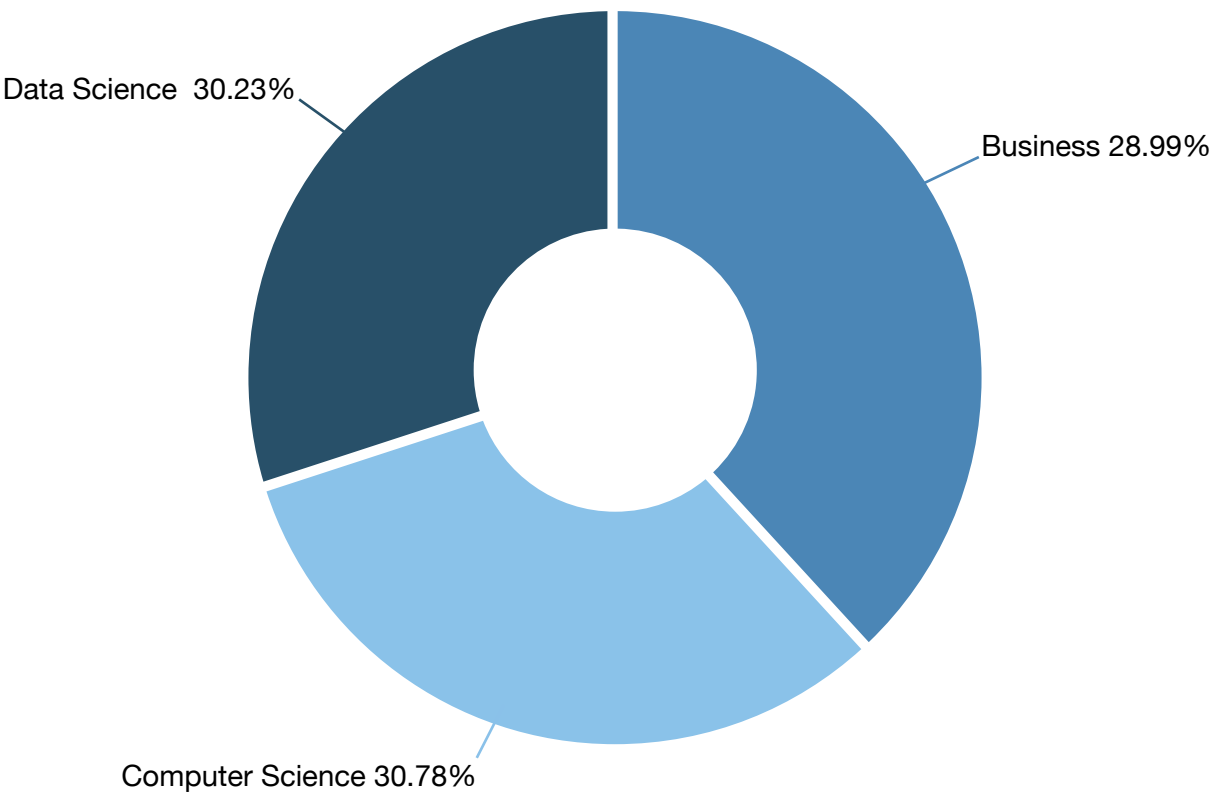
WIOA Annual Report	
Acronym	Full Text
AM	Apprenticeship Missouri
ARPA	American Rescue Plan Act
BSU	Business Services Unit
CSDP	Certified Workforce Development Professional
CDA	Child Development Associate
CPS	Columbia Public Schools
CSU	Customer Support Unit
CTE	Community and Technical Educational Centers
DESE	Department of Elementary and Secondary Education
DEV	Data Element Validation
EDA	Economic Development Administration
EO	Equal Opportunity
EP	Employment Plan
ESE	Effectiveness in Serving Employers
ETPL	Eligible Training Provider List
ETPS	Eligible Training Provider System
EvalPLC	Evaluation Peer Learning Cohort
FAFSA	Free Application for Federal Student Aid
ISY	In School Youth
IT	Information Technology
ITA	Individual Training Account
IWT	Incumbent Worker Training
LEP	Limited English Proficiency
LWDB	Local Workforce Development Board
MDHEWD	Missouri Department of Higher Education & Workforce Development
MERIC	Missouri Economic Research and Information Center
MSG	Measurable Skills Gain
NASWA	National Association of State Workforce Agencies
NVTI	National Veterans' Training Institute
QUEST	Quality Jobs, Equity, Strategy and Training
OJT	On-The-Job Training
OSY	Out-of-School Youth
OWD	Office of Workforce Development
PY	Program Year
SAEF	State Apprenticeship Expansion Formula
SNAP	Supplemental Nutrition Assistance Program
SOEO	State Office of Equal Opportunity
SWDB	State Workforce Development Board
TAA	Trade Adjustment Assistance
TANF	Temporary Assistance for Needy Families
USDOL	United States Department of Labor
WIOA	Workforce Innovation and Opportunity Act
WP	Wagner-Peyser

Appendix 2

Coursera Enrollments



Skills Developed by Domain



Appendix 3

Statewide

Statewide Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	74.12%	74.00%	100.16%
WIOA Dislocated Worker	75.27%	76.00%	99.04%
WIOA Youth	76.19%	77.00%	98.95%
Wagner-Peyser	71.65%	67.00%	106.93%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	74.33%	70.00%	106.19%
WIOA Dislocated Worker	74.81%	74.00%	101.09%
WIOA Youth	79.28%	74.50%	106.42%
Wagner-Peyser	71.67%	69.50%	103.13%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	56.96%	66.50%	85.65%
WIOA Dislocated Worker	65.25%	71.00%	91.91%
WIOA Youth	59.42%	63.00%	94.32%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	65.96%	52.00%	126.84%
WIOA Dislocated Worker	69.28%	60.00%	115.46%
WIOA Youth	62.31%	45.00%	138.46%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$8,569.47	\$7,000.00	122.42%
WIOA Dislocated Worker	\$9,610.89	\$9,000.00	106.79%
WIOA Youth	\$4,756.72	\$3,700.00	128.56%
Wagner-Peyser	\$7,960.99	\$5,750.00	138.45%

Appendix 3

Central

Central Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	81.88%	78.00%	104.97%
WIOA Dislocated Worker	88.46%	79.00%	111.98%
WIOA Youth	70.19%	78.50%	89.41%
Wagner-Peyser	74.27%	67.50%	110.03%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	82.93%	75.00%	110.57%
WIOA Dislocated Worker	80.49%	74.00%	108.77%
WIOA Youth	77.44%	76.00%	101.90%
Wagner-Peyser	72.88%	67.50%	107.97%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	79.37%	73.00%	108.72%
WIOA Dislocated Worker	78.13%	77.00%	101.46%
WIOA Youth	63.72%	60.00%	106.19%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	76.00%	70.00%	108.57%
WIOA Dislocated Worker	71.88%	68.00%	105.70%
WIOA Youth	72.06%	39.00%	184.78%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$10,423.30	\$6,800.00	153.28%
WIOA Dislocated Worker	\$10,100.74	\$9,100.00	111.00%
WIOA Youth	\$4,705.66	\$3,800.00	123.83%
Wagner-Peyser	\$7,460.00	\$6,200.00	120.32%

Appendix 3

East Jackson

East Jackson Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	81.33%	70.00%	116.19%
WIOA Dislocated Worker	82.35%	71.00%	115.99%
WIOA Youth	82.61%	68.00%	121.48%
Wagner-Peyser	71.30%	67.00%	106.42%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	80.60%	70.00%	115.14%
WIOA Dislocated Worker	77.08%	71.50%	107.81%
WIOA Youth	76.92%	70.00%	109.89%
Wagner-Peyser	69.94%	66.00%	105.97%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	67.27%	65.00%	103.50%
WIOA Dislocated Worker	84.44%	68.00%	124.18%
WIOA Youth	69.23%	65.00%	106.51%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	56.00%	56.00%	100.00%
WIOA Dislocated Worker	68.18%	64.00%	106.53%
WIOA Youth	52.08%	50.00%	104.17%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$9,171.54	\$6,800.00	134.88%
WIOA Dislocated Worker	\$13,106.58	\$9,000.00	145.63%
WIOA Youth	\$5,512.44	\$3,825.00	144.12%
Wagner-Peyser	\$9,480.56	\$5,600.00	169.30%

Appendix 3

Jeff-Frank

Jeff-Frank Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	78.26%	74.50%	105.05%
WIOA Dislocated Worker	78.00%	76.00%	102.63%
WIOA Youth	75.76%	75.00%	101.01%
Wagner-Peyser	70.45%	67.00%	105.15%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	80.77%	71.00%	113.76%
WIOA Dislocated Worker	77.78%	72.00%	108.02%
WIOA Youth	84.85%	76.00%	111.64%
Wagner-Peyser	72.23%	70.00%	103.19%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.73%	68.75%	105.79%
WIOA Dislocated Worker	66.67%	67.50%	98.77%
WIOA Youth	81.82%	60.00%	136.36%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	52.00%	134.62%
WIOA Dislocated Worker	64.29%	55.00%	116.88%
WIOA Youth	76.60%	50.00%	153.19%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$11,513.34	\$7,150.00	161.03%
WIOA Dislocated Worker	\$13,451.05	\$8,000.00	168.14%
WIOA Youth	\$11,210.55	\$3,800.00	295.01%
Wagner-Peyser	\$9,907.72	\$6,000.00	165.13%

Appendix 3

Kansas City & Vicinity

Kansas City & Vicinity Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	71.60%	70.00%	102.28%
WIOA Dislocated Worker	70.00%	67.00%	104.48%
WIOA Youth	79.17%	69.50%	113.91%
Wagner-Peyser	68.85%	70.00%	98.36%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	79.56%	66.00%	120.54%
WIOA Dislocated Worker	78.72%	66.00%	119.28%
WIOA Youth	80.49%	68.00%	118.36%
Wagner-Peyser	72.32%	60.00%	120.53%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	59.84%	57.00%	104.99%
WIOA Dislocated Worker	67.65%	66.00%	102.50%
WIOA Youth	68.92%	64.00%	107.69%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	54.55%	50.00%	109.09%
WIOA Dislocated Worker	49.02%	58.00%	84.52%
WIOA Youth	52.29%	41.00%	127.55%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$9,093.04	\$6,800.00	133.72%
WIOA Dislocated Worker	\$11,729.50	\$8,200.00	143.04%
WIOA Youth	\$6,956.25	\$3,825.00	181.86%
Wagner-Peyser	\$9,468.41	\$5,500.00	172.15%

Appendix 3

North

North Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	75.08%	75.00%	100.10%
WIOA Dislocated Worker	77.78%	80.00%	97.22%
WIOA Youth	80.81%	80.00%	101.01%
Wagner-Peyser	72.99%	70.00%	104.27%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	77.21%	75.00%	102.95%
WIOA Dislocated Worker	78.33%	76.00%	103.07%
WIOA Youth	79.07%	76.00%	104.04%
Wagner-Peyser	71.83%	69.00%	104.10%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	75.00%	75.00%	100.00%
WIOA Dislocated Worker	85.71%	78.00%	109.89%
WIOA Youth	68.92%	67.00%	102.86%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.36%	55.00%	131.56%
WIOA Dislocated Worker	80.00%	58.00%	137.93%
WIOA Youth	73.58%	54.00%	136.27%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$7,740.53	\$7,300.00	106.03%
WIOA Dislocated Worker	\$10,708.78	\$8,000.00	133.86%
WIOA Youth	\$4,642.54	\$4,000.00	116.06%
Wagner-Peyser	\$7,452.81	\$5,900.00	126.32%

Appendix 3

Ozark

Ozark Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	67.38%	71.50%	94.24%
WIOA Dislocated Worker	69.19%	76.50%	90.45%
WIOA Youth	77.27%	77.00%	100.35%
Wagner-Peyser	72.02%	72.00%	100.03%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	69.96%	70.00%	99.94%
WIOA Dislocated Worker	70.23%	75.00%	93.64%
WIOA Youth	71.88%	71.50%	100.52%
Wagner-Peyser	70.38%	68.00%	103.50%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	76.00%	92.11%
WIOA Dislocated Worker	69.57%	81.00%	85.88%
WIOA Youth	41.67%	64.00%	65.10%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	65.63%	64.00%	102.54%
WIOA Dislocated Worker	81.82%	49.50%	165.29%
WIOA Youth	75.00%	41.50%	180.72%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$6,775.76	\$6,400.00	105.87%
WIOA Dislocated Worker	\$8,830.18	\$7,900.00	111.77%
WIOA Youth	\$6,559.45	\$4,000.00	163.99%
Wagner-Peyser	\$7,237.66	\$5,950.00	121.64%

Appendix 3

South Central

South Central Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	66.67%	72.00%	92.59%
WIOA Dislocated Worker	84.21%	73.00%	115.36%
WIOA Youth	52.63%	76.00%	69.25%
Wagner-Peyser	67.28%	66.00%	101.93%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	68.48%	71.00%	96.45%
WIOA Dislocated Worker	84.00%	72.50%	115.86%
WIOA Youth	71.43%	67.00%	106.61%
Wagner-Peyser	66.06%	63.00%	104.86%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	73.17%	77.00%	95.03%
WIOA Dislocated Worker	72.22%	77.00%	93.80%
WIOA Youth	50.00%	60.00%	83.33%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	68.87%	60.00%	114.78%
WIOA Dislocated Worker	73.33%	60.00%	122.22%
WIOA Youth	31.03%	50.00%	62.07%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$8,423.59	\$5,800.00	145.23%
WIOA Dislocated Worker	\$8,952.28	\$6,300.00	142.10%
WIOA Youth	\$8,360.41	\$3,800.00	220.01%
Wagner-Peyser	\$6,733.69	\$5,000.00	134.67%

Appendix 3

Southeast

Southeast Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	80.82%	72.25%	111.86%
WIOA Dislocated Worker	89.09%	79.00%	112.77%
WIOA Youth	81.93%	72.00%	113.79%
Wagner-Peyser	70.67%	68.00%	103.93%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	78.65%	70.40%	111.72%
WIOA Dislocated Worker	76.92%	73.50%	104.66%
WIOA Youth	83.87%	72.50%	115.68%
Wagner-Peyser	71.76%	68.50%	104.76%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	74.62%	78.50%	95.05%
WIOA Dislocated Worker	81.82%	75.00%	109.09%
WIOA Youth	56.94%	62.00%	91.85%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	69.83%	56.50%	123.59%
WIOA Dislocated Worker	80.95%	49.50%	163.54%
WIOA Youth	42.48%	40.00%	106.19%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$8,083.19	\$6,900.00	117.15%
WIOA Dislocated Worker	\$9,392.67	\$8,900.00	105.54%
WIOA Youth	\$6,958.25	\$4,000.00	173.96%
Wagner-Peyser	\$7,016.81	\$5,250.00	133.65%

Appendix 3

Southwest

Southwest Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.41%	74.00%	95.15%
WIOA Dislocated Worker	100.00%	79.25%	126.18%
WIOA Youth	78.05%	72.00%	108.40%
Wagner-Peyser	69.25%	70.00%	99.31%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	71.43%	70.00%	102.04%
WIOA Dislocated Worker	95.00%	76.00%	125.00%
WIOA Youth	69.77%	70.00%	99.67%
Wagner-Peyser	68.36%	67.00%	102.02%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	73.68%	72.00%	102.34%
WIOA Dislocated Worker	68.75%	72.50%	94.83%
WIOA Youth	48.00%	54.00%	88.89%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	58.33%	62.00%	94.09%
WIOA Dislocated Worker	60.00%	69.50%	86.33%
WIOA Youth	55.56%	40.00%	138.89%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$7,439.48	\$6,650.00	111.87%
WIOA Dislocated Worker	\$8,236.90	\$8,300.00	99.24%
WIOA Youth	\$3,875.09	\$3,000.00	129.17%
Wagner-Peyser	\$7,243.06	\$6,250.00	115.89%

Appendix 3

St. Charles

St. Charles Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	82.19%	76.50%	107.44%
WIOA Dislocated Worker	70.00%	78.00%	89.74%
WIOA Youth	76.74%	79.00%	97.14%
Wagner-Peyser	74.27%	71.00%	104.61%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	78.72%	72.00%	109.34%
WIOA Dislocated Worker	69.23%	75.50%	91.70%
WIOA Youth	81.25%	73.00%	111.30%
Wagner-Peyser	75.70%	74.50%	101.61%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	78.57%	70.00%	112.24%
WIOA Dislocated Worker	70.00%	73.00%	95.89%
WIOA Youth	77.78%	62.00%	125.45%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	58.00%	120.69%
WIOA Dislocated Worker	90.00%	52.00%	173.08%
WIOA Youth	50.00%	46.50%	107.53%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$10,054.92	\$7,500.00	134.07%
WIOA Dislocated Worker	\$13,495.27	\$12,000.00	112.46%
WIOA Youth	\$5,576.82	\$3,600.00	154.91%
Wagner-Peyser	\$10,368.85	\$7,500.00	138.25%

Appendix 3

St. Louis City

St. Louis City Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	86.96%	76.00%	114.42%
WIOA Dislocated Worker	62.86%	68.00%	92.44%
WIOA Youth	80.45%	75.50%	106.56%
Wagner-Peyser	73.34%	70.50%	104.03%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	85.28%	73.00%	116.82%
WIOA Dislocated Worker	84.00%	70.00%	120.00%
WIOA Youth	74.03%	68.00%	108.86%
Wagner-Peyser	71.58%	70.00%	102.26%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.33%	55.00%	127.87%
WIOA Dislocated Worker	86.67%	55.50%	156.16%
WIOA Youth	63.64%	56.00%	113.64%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	84.04%	45.00%	186.76%
WIOA Dislocated Worker	100.00%	55.00%	181.82%
WIOA Youth	70.83%	50.00%	141.67%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$8,702.79	\$5,600.00	155.41%
WIOA Dislocated Worker	\$8,945.84	\$7,700.00	116.18%
WIOA Youth	\$2,961.42	\$3,300.00	89.74%
Wagner-Peyser	\$8,523.37	\$5,500.00	154.97%

Appendix 3

St. Louis County

St. Louis County Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	78.38%	77.00%	101.79%
WIOA Dislocated Worker	82.41%	76.00%	108.43%
WIOA Youth	73.29%	78.00%	93.96%
Wagner-Peyser	74.22%	73.50%	100.98%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	80.58%	78.00%	103.30%
WIOA Dislocated Worker	81.42%	78.00%	104.38%
WIOA Youth	80.69%	79.00%	102.14%
Wagner-Peyser	75.29%	72.50%	103.84%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.27%	81.00%	89.22%
WIOA Dislocated Worker	72.53%	78.00%	92.98%
WIOA Youth	33.33%	66.75%	49.94%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	68.06%	57.75%	117.85%
WIOA Dislocated Worker	52.94%	69.00%	76.73%
WIOA Youth	32.00%	33.50%	95.52%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$8,555.80	\$7,200.00	118.83%
WIOA Dislocated Worker	\$10,706.00	\$9,250.00	115.74%
WIOA Youth	\$3,761.61	\$3,700.00	101.67%
Wagner-Peyser	\$8,293.47	\$6,000.00	138.22%

Appendix 3

West Central

West Central Region Performance Measures			
Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	74.83%	79.00%	94.72%
WIOA Dislocated Worker	87.50%	71.00%	123.24%
WIOA Youth	77.23%	77.00%	100.30%
Wagner-Peyser	68.91%	71.00%	97.06%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	75.09%	75.00%	100.12%
WIOA Dislocated Worker	71.43%	75.00%	95.24%
WIOA Youth	81.63%	76.00%	107.41%
Wagner-Peyser	69.96%	70.00%	99.94%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	73.08%	73.00%	100.11%
WIOA Dislocated Worker	54.55%	75.00%	72.73%
WIOA Youth	63.51%	60.00%	105.86%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	69.64%	71.00%	98.09%
WIOA Dislocated Worker	62.50%	60.00%	104.17%
WIOA Youth	75.96%	52.00%	146.08%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$6,554.72	\$7,000.00	93.64%
WIOA Dislocated Worker	\$4,182.53	\$7,750.00	53.97%
WIOA Youth	\$5,128.86	\$3,000.00	170.96%
Wagner-Peyser	\$6,837.45	\$5,500.00	124.32%

Appendix 4

PY22 Participants	Exited	PY23 Participants	Exited	Difference Between PY22 and PY23
All Participants -Sex	49,600	All Participants -Sex	35,400	-29%
Male	25,971	Male	18,481	-29%
Female	23,549	Female	16,883	-28%
Did Not Self Identify	80	Did Not Self Identify	36	-55%
All Participants - Age	49,600	All Participants - Age	35,400	-29%
<16	79	<16	23	-71%
16-18	1,792	16-18	1,164	-35%
19-24	5,573	19-24	3,967	-29%
25-44	21,447	25-44	15,778	-26%
45-54	9,442	45-54	6,785	-28%
55-59	4,649	55-59	3,174	-32%
60+	6,618	60+	4,509	-32%
All Participants - Race	49,600	All Participants - Race	35,400	-29%
Asian	418	Asian	365	-13%
African American	11,298	African American	7,976	-29%
American Indian / Alaskan Native	351	American Indian / Alaskan Native	244	-30%
Pacific Islander	331	Pacific Islander	306	-8%
White	30,265	White	21,534	-29%
Multi Race	1,643	Multi Race	1,221	-26%
n/a	5,294	n/a	3,754	-29%
All Participants - Hispanics	49,600	All Participants - Hispanics	35,400	-29%
Hispanic	1,615	Hispanic	1,346	-17%
Did Not Self-Identify	3,842	Did Not Self-Identify	2,690	-30%
Not Hispanic	44,143	Not Hispanic	31,364	-29%
All Participants - Disability	49,600	All Participants - Disability	35,400	-29%
No Disability	42,881	No Disabled	31,472	-27%
Disabled	3,060	Disabled	2,454	-20%
Did Not Disclose	3,659	Did not Disclose	1,474	-60%
All Participants - LEP	49,600	All Participants - LEP	35,400	-29%
Limited English	22	Limited English	219	895%
Not Limited English	49,578	Not Limited English	35,181	-29%

Appendix 5

Rank	Top Ten Languages PY 22-23	# of Calls	Top Ten Languages PY 23-24	# of Calls
1	Spanish	1,710	Spanish	2,863
2	Russian	41	Somali	131
3	Somali	27	Russian	59
4	Dari	21	Arabic	43
5	Haitian Creole	18	French	42
6	Vietnamese	17	Haitian Creole	40
7	Swahili	16	Vietnamese	34
8	Mandarin	15	Korean	29
9	French	13	Bosnian	13
10	Cantonese	10	Dari	9